Next Generation 911 Presentation
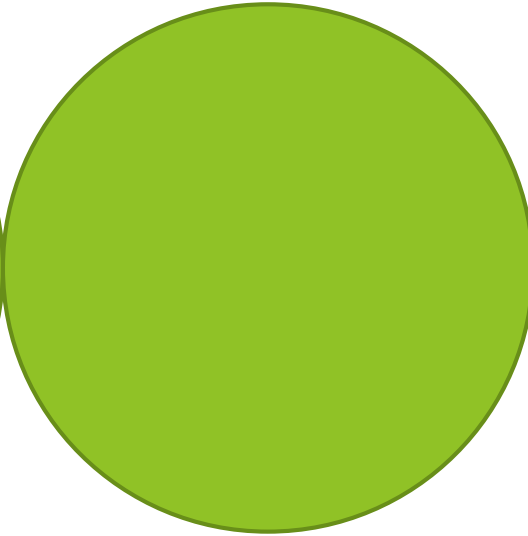
FirstNet and ESInet

FirstNet
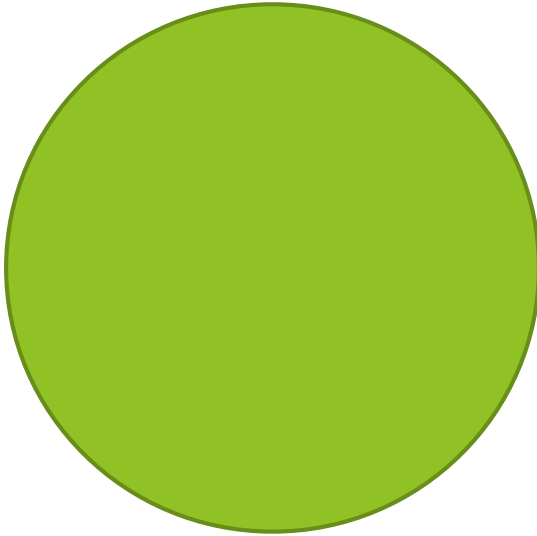
ESINet

WHY?

Legacy Analog Networks

Key

Red = None at all

● Pink = Stakeholder discussion or

Planning Consultation

● Yellow = Activity under way for

implementation of NG911.

● Cyan = 911 calls being delivered by

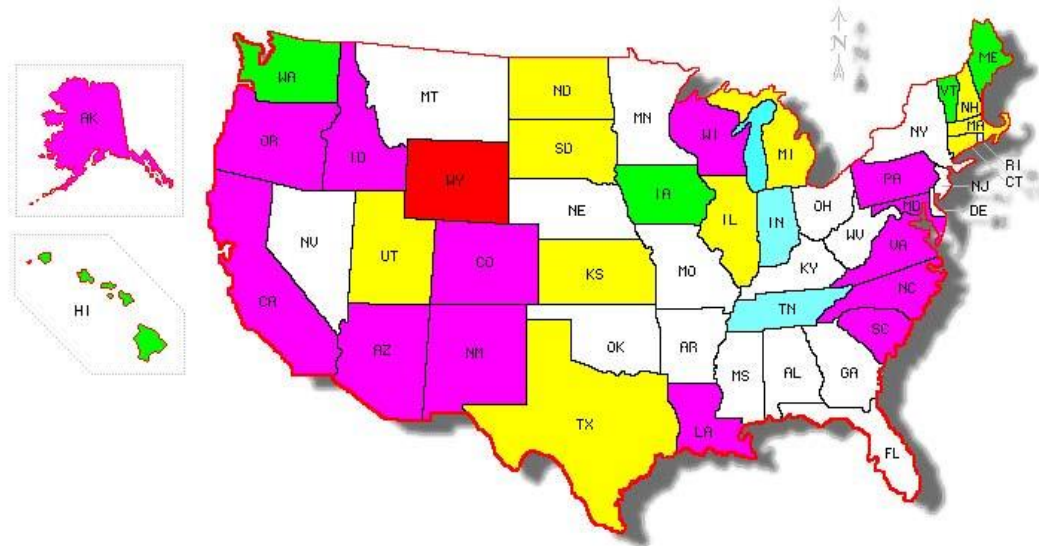ESInet for at least some carriers on

statewide level.

● Green = Full NG911 implemented at

statewide level (all 911 calls being

delivered by ESInet).

● Blank = No response

Which stage of NG911 implementation are you in?

Source: diymaps.net (c)

What are We Working On?

- ESInet

- GIS voice and data routing

- Hosted Services

- Network Operations Center and Help Desk
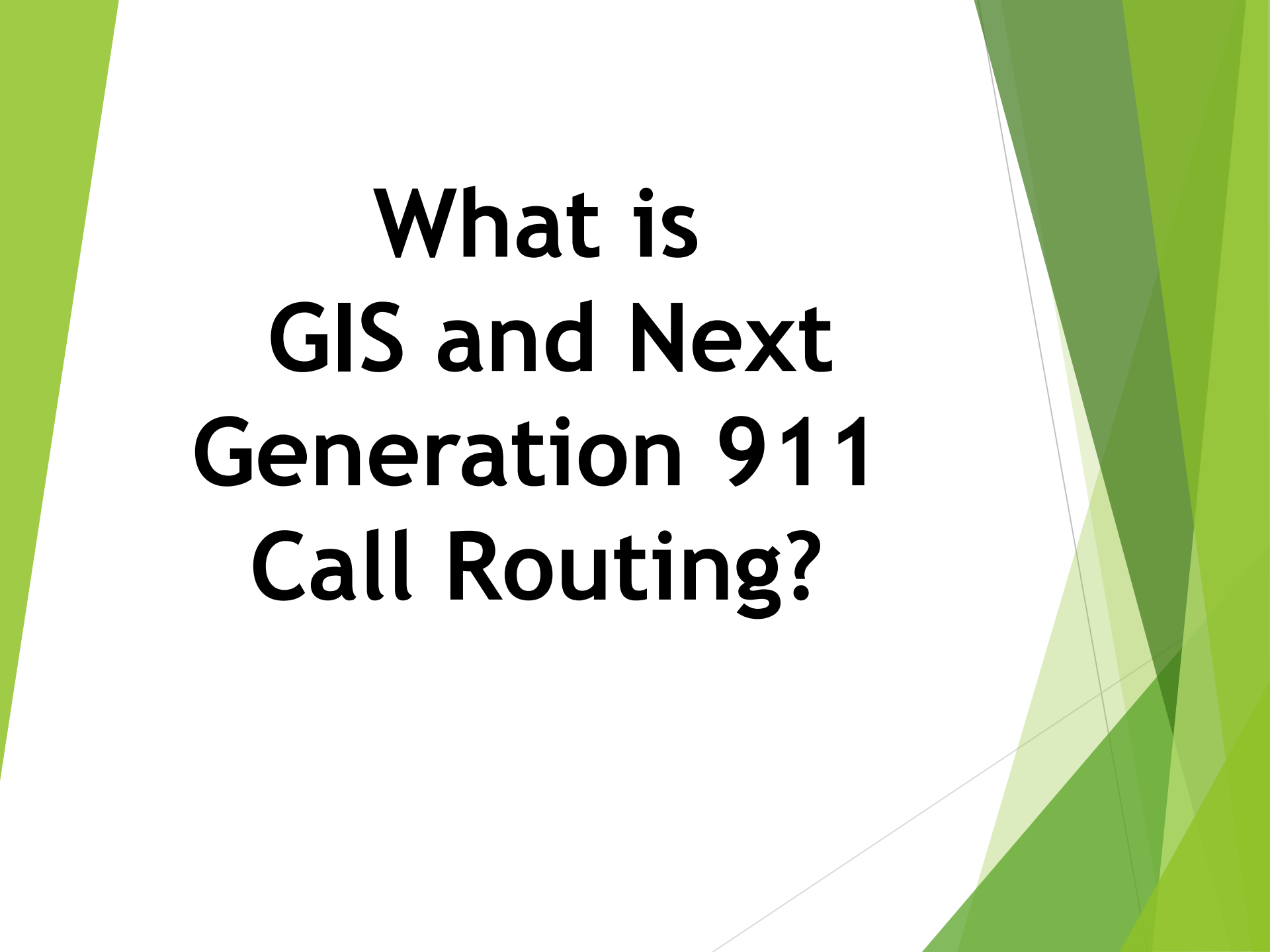
- CAD Interoperability

- Radio Interoperability

WHAT is ESInet?

▶ **ESInet** is an Emergency Service IP Network. ESInet is not next generation.

▶ **Next Generation 9-1-1** is an initiative aimed at updating the infrastructure to improve public emergency communications services in a growingly wireless mobile society. In addition to calling 9-1-1 from a phone, it will enable the public to transmit text, images, video and data to the 9-1-1 center. This NG9-1-1 will replace the current services infrastructure.

▶ NG9-1-1 relies on 9-1-1 specific application functionality on an **Emergency Services IP Network (ESInet)** to deliver voice, video, text and data "calls" to the PSAP.
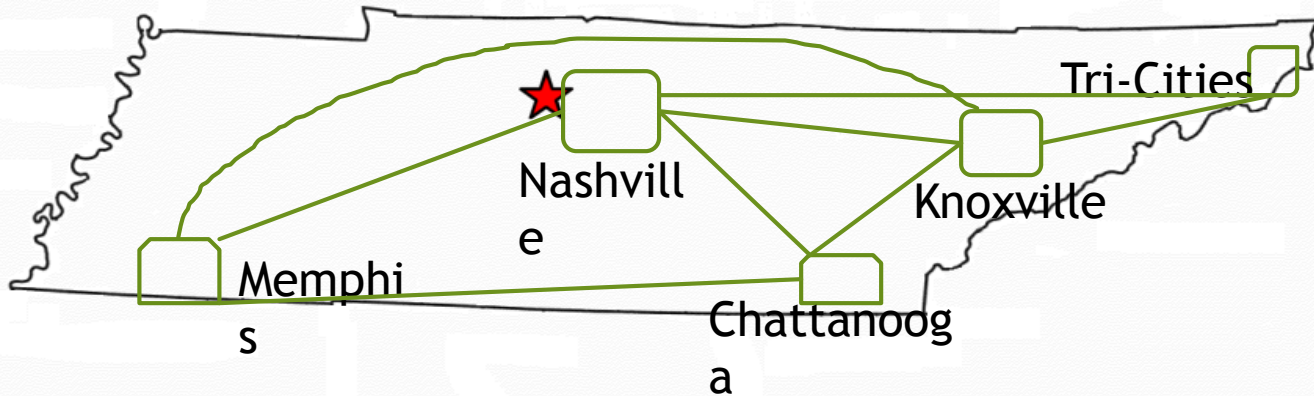
Basic NetTN Network Diagram. Nashville and Knoxville nodes are routing centers and aggregation points. Memphis and Chattanooga are aggregation points only. Tri-Cities is a remote node.

What is GIS and Next Generation 911 Call Routing?

GIS will become the 'hero' of 911, says APCO panelist

-- Urgent Communications, 9/2/2014

"As we shift focus to the future, GIS will become the hero in the next-generation 911 world and the basis for a lot of what happens. It's really shifting the role from being a supporting role to being perhaps the heart and soul of call routing and many of the other functions. We're shifting into this hugely geospatial world."

-- Sean Petty, Mission Critical Partners

What are
Hosted Services?

Remote 911 services for PSAPs with no technical support capabilities.

What is

Network Operations Center and Help Desk?

Performance Monitoring

Infrastructure Reliability

Resolve <u>all</u> Technical Issues

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What is

CAD Interoperability?

Location information sent with the call to any CAD anywhere

What is

Radio Interoperability?

Dispatch calls from any PSAP over the network to any radio system.

Any PSAP can backup any PSAP.

Status Update

1. Formed a Project Team
2. Studied Tennessee
3. RFI Request for Information
4. RFP for Technical Support Contractor

How will these 6 Solutions be Implemented?

Deliberately, Testing.

One PSAP at time.

Regional Networks.

Wireless first.

Not lose a single call.

Where?

When?

Next Generation 911 Presentation

Thank You